

## MEETING MINUTES

<b>Project Name:</b> IPRS	<b>Doc. Version No:</b> 1.0	<b>Status:</b> Final
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**Meeting Name:** IPRS Core Team Meeting  
**Facilitator:** Thelma Hayter, DMH  
**Scribe:** Sara Parks  
**Date:** 1/19/05  
**Time:** 10 - 11 a.m.  
**Location:** Crossroads, Conference Room 3

**IPRS Core Team Attendees:**

x Sharlene Bryant  
 x Cathy Bennett  
 x Cheryl McQueen  
 Deborah Merrill  
 x Gary Imes  
 x Joyce Sims  
 x Paul Carr  
 x Rick Debell  
 x Thelma Hayter  
 Jeffrey Poole

**Others:**

x Tim Sullivan  
 X Kellie Fessler  
 x Sandy Flores  
 x Carlisa Stallings  
 X Sara Parks  
 x Mike Frost  
 x Christie Harris

**Attendees:**

x Alamance-Caswell	x Onslow
Albemarle	x OPC
x Catawba	x Pathways
x Centerpoint	x Pitt
x Crossroads	Riverstone
x Cumberland	x Roanoke-Chowan
x Durham	x Rockingham
x Eastpointe	x Sandhills/Randolph
Edgecombe-Nash	SE Center
x Foothills	x SE Regional
Guilford	x Smoky Mountain
X Johnston	x Tideland
x Lee-Harnett	x VGFW
x Mecklenburg	Wake
x Neuse	x Western Highlands
New River	x Wilson-Greene

**Attendees:**

**Agenda:**

**Item No. Topics**

1. **Division and EDS Review**
  - Upcoming checkwrites:** Jan 21 Feb 4, 11, 18
  - Tim Sullivan:** Update Medicaid issues
  - BugCentral Status**
  - Key CSRs**
  - Operations Support:** File Maintenance, Security, and Help Desk
  - Area Programs joining this week:**
2. **Area Programs**
  - Roll call
  - Please mute phones or refrain from excess activity to help with communications. Please state your name and which Area Program you are from when you ask a question or state a problem so that we can be sure we know who to follow up with on the issue.
  - Review Jan. 14th checkwrite results
  - Questions/comments about Upcoming checkwrites – Jan 21 Feb 4, 11, 18
  - Agenda items
  - Prior Approval Training Changed to Thursday February 3rd Umstead Auditorium
  - If 1-800-688-6696 is busy you can reach the IPRS Provider Service by calling the local number 919-816-4355.
  - We still need 5 Area Programs to call Horace Macon 919-816-3233 with their IP address. We need them for an ITS audit.
  - IPRS Questions or Concerns –
  - Tim Sullivan & Christie Harris – MMIS Updates
  - Medicaid Questions or Concerns
  - Updates to Roll Call?
  - Any other area program questions/comments?
  - DMH and/or EDS concluding remarks.

**Next Meeting: January 26, 2005**

**For assistance with IPRS claims, adjustments, R2Web, accessing application, etc., call the IPRS Help Desk – 1-800-688-6696, ext 53355, M-F, 8 a.m.-4:30 p.m., excluding holidays.**

**ADMINISTRATION NOTES (10 a.m. DIVISION AND EDS REVIEW)**

Item No.	Topics
1.	<b>Review Jan 14th checkwrite:</b>
2.	<b>Upcoming Checkwrites:</b> Jan 21 Feb 4, 11, 18
3.	<b>Tim Sullivan</b> - Update Medicaid issues – Rate changes for independent providers is effective 2/1/05. H0036 – there may be changes so DMA has requested we hold off on implementing. The question last week asking if 90862 will be included in unmanaged visits, the answer is no. 1551 denials – we have sent to DMA for sign offs. Target is the last week in February.
4.	<b>Bug Central Status:</b> 4 bugs: 0 in customer review, 4 in process
5.	<b>Key CSRs:</b> We have a meeting following this meeting.
6.	<b>Operations Support – File Maintenance, Security</b>

**ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)**

Item No.	Topics
1.	<b>Roll Call</b> (See page 1 for meeting AP participants) (Please mute phones or refrain from excess activity to help with communications.)
2.	Please mute phones or refrain from excess activity to help with communications. Please state your name and which Area Program you are from when you ask a question or state a problem so that we can be sure we know who to follow up with on the issue.
3.	Review Jan 14th checkwrite
4.	Questions/Comments about upcoming checkwrites: Jan 21 Feb 4, 11, 18

**ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)**

<b>Item No.</b>	<b>Topics</b>
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5.	<b>Agenda items</b>
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Prior Approval Training Thursday **February 3rd** Umstead Auditorium. We are still finalizing the agenda and will send it out with directions and documentation for NCECS.

Q: Tommy (Sandhills) – If you're not part of the pilot, do we need to attend?

A: No – We will be training on Prior Approval modules and reports to give everyone that may want to participate in the Utilization Review Pilot an idea of what is expected. This could also be used as a refresher course on PA. We do not have enough staff to do one on one training at each LME.

Q: Eva (VGFW) – What time does training begin?

A: We'll let you know in the agenda. We will start that morning and we have the auditorium all day.

If 1-800-688-6696 is busy you can reach the IPRS Provider Service by calling the local number 919-816-4355.

We still need 5 Area Programs to call Horace Macon 919-816-3233 with their IP address. We need them for an ITS audit. Alamance-Caswell, Foothills, Onslow, OPC, and Rockingham.

6.

IPRS Questions or Concerns –

Q: Anita (Pathways) – With regards to ADSN target pop, has the service array changed?

A: No changes to the service array.

Q: Tommy (Sandhills) – Any progress on TPL list?

A: DMA is still reviewing.

**Tim Sullivan/Christie Harris** – MMIS Updates – Rate changes for independent providers is effective 2/1/05. H0036 – there may be changes so DMA has requested we hold off on implementing. The question last week asking if 90862 will be included in unmanaged visits, the answer is no. 1551 denials – we have sent to DMA for sign offs. Target is the last week in February.

**ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)****Item  
No.**

Q: Sharon (Pitt) – Any updates on insurance overrides?

A: System change is completed, however we do need DMA's approval.

Q: Kathy (Smoky Mountain) – Is there an alternate number to call I was on hold for Medicaid for 45 minutes?

A: Calling into another number does not change queue hold time.

**Medicaid Questions or Concerns**

Q: Do you know why we are getting a busy signal when calling the 800#?

A: We are experiencing high call volume and working on that. Try calling first thing in the morning or around lunch.

6. C: Kim (Neuse) – has also been getting a busy signal.

7. **Updates to Roll Call?**

8. **Any other area program questions/comments:**

**DMH and/or EDS Concluding Remarks:**

Rate spreadsheet should be sent out by today or tomorrow. Rick will send to Finance Officers and to Thelma. Thelma will send it to the IPRS Coordinators.

Q: Gina (Catawba) – Any thing we need to know so we don't mess up?

A: State only services list contractors and rate you're paying them.

Q: If you've enrolled someone since the spreadsheet was created do we just add them?

A: Yes

**Action Items**

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
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**Issue Items**

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
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III.

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
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